

**To:** Williams, Caroline[Williams.Caroline@epa.gov]  
**From:** Morin, Jeff  
**Sent:** Thur 8/13/2015 3:14:53 PM  
**Subject:** RE: Toll Free Number

Actually, anyone may request a change, report a typo that needs to be fixed, etc.

But Jennifer Colaizzi approves them to be posted. :-)

Jeff Morin  
Office of Web Communications  
US Environmental Protection Agency  
w 202-564-6553

**From:** Williams, Caroline  
**Sent:** Thursday, August 13, 2015 11:13 AM  
**To:** Morin, Jeff; Davis, Tim; Colaizzi, Jennifer C.; Harris-Bishop, Rusty  
**Cc:** Purchia, Liz; EOC Public Information; Smith, Roxanne  
**Subject:** RE: Toll Free Number

Hi Jeff, I'm not in a position to request any changes. I'm responding to Tim Davis' question where he asked what we're doing with emails from the "contact us" form and calls.

**Caroline Williams**  
Manager, Library & Environmental Information Service Center  
EPA Region 8, 1595 Wynkoop Street (8OC), Denver CO 80202-1129  
Office: 303-312-6299 | [williams.caroline@epa.gov](mailto:williams.caroline@epa.gov)

**From:** Morin, Jeff  
**Sent:** Thursday, August 13, 2015 9:05 AM  
**To:** Williams, Caroline; Davis, Tim; Colaizzi, Jennifer C.; Harris-Bishop, Rusty  
**Cc:** Purchia, Liz; EOC Public Information; Smith, Roxanne  
**Subject:** RE: Toll Free Number

Hi Caroline, are you requesting a specific change to a web page?

If so, please state exactly what on the URL (page) needs to be changed or added.

Jeff Morin  
Office of Web Communications  
US Environmental Protection Agency  
w 202-564-6553

**From:** Williams, Caroline  
**Sent:** Thursday, August 13, 2015 10:54 AM  
**To:** Morin, Jeff; Davis, Tim; Colaizzi, Jennifer C.; Harris-Bishop, Rusty  
**Cc:** Purchia, Liz; EOC Public Information; Smith, Roxanne  
**Subject:** RE: Toll Free Number

When we receive the messages from the contact us form, per direction from Paula Smith, we are responding with a blanket email that refers them to the GKM website for the most up to date information and as of yesterday we also provide the hotline phone number (844-607-9700) . This is not ideal since the website doesn't answer the majority of the questions they are asking (plus, that's where they started). The website may be more helpful once Frequently asked Questions are posted.

Same for calls we receive in Region 8 – we refer the callers to the website and now provide the hotline number. I don't know who is answering the hotline number

The exception is if it's a press inquiry, we refer media only to [press@epa.gov](mailto:press@epa.gov), phone 970-812-3351.

## Caroline Williams

Manager, Library & Environmental Information Service Center  
EPA Region 8, 1595 Wynkoop Street (8OC), Denver CO 80202-1129  
Office: 303-312-6299 | [williams.caroline@epa.gov](mailto:williams.caroline@epa.gov)

**From:** Morin, Jeff  
**Sent:** Thursday, August 13, 2015 5:51 AM  
**To:** Davis, Tim; Colaizzi, Jennifer C.; Harris-Bishop, Rusty  
**Cc:** Purchia, Liz; EOC Public Information; Smith, Roxanne; Williams, Caroline  
**Subject:** RE: Toll Free Number

The GKM Contact Us form page is set to send submitted messages to [r8eisc@epa.gov](mailto:r8eisc@epa.gov) I don't know where toll-free number (844-607-9700) goes.

The GKM Contact Us form is at:

<http://www2.epa.gov/goldkingmine/forms/contact-us-about-emergency-response-gold-king-mine-release>

Jeff Morin  
Office of Web Communications  
US Environmental Protection Agency  
w 202-564-6553

**From:** Davis, Tim  
**Sent:** Thursday, August 13, 2015 2:45 AM  
**To:** Colaizzi, Jennifer C.; Harris-Bishop, Rusty  
**Cc:** Purchia, Liz; EOC Public Information; Smith, Roxanne; Williams, Caroline; Morin, Jeff  
**Subject:** RE: Toll Free Number

Hi Jennifer!

I can't remember if I got back to you—sorry! It was like 300 emails down, unfortunately. ☺

The links go to the Region 8 Information Center ([r8eisc@epa.gov](mailto:r8eisc@epa.gov)), I believe. Caroline or Jeff can verify that.

And Caroline can let you know how they're doing with calls and emails in the R8 Information Center. That's a great question, Jennifer!

Thanks,

Tim

**From:** Colaizzi, Jennifer C.  
**Sent:** Wednesday, August 12, 2015 7:27 PM  
**To:** Harris-Bishop, Rusty  
**Cc:** Davis, Tim; Purchia, Liz; EOC Public Information; Smith, Roxanne  
**Subject:** Re: Toll Free Number

Where do these comments and concerns go?

Sent from my iPhone

On Aug 12, 2015, at 9:24 PM, "Harris-Bishop, Rusty" <[Harris-Bishop.Rusty@epa.gov](mailto:Harris-Bishop.Rusty@epa.gov)> wrote:

Thanks. That looks much better!

Rusty

Sent from my iPhone

On Aug 12, 2015, at 7:20 PM, Davis, Tim <[Davis.Tim@epa.gov](mailto:Davis.Tim@epa.gov)> wrote:

Hi Liz and Jennifer and everyone,

How does this look?

<http://www2.epa.gov/goldkingmine/forms/contact-us-about-emergency-response-gold-king-mine-release>

I'm also removing (or at least hiding for now) the toll-free number on the home page.

Thanks,

Tim

**From:** Purchia, Liz

**Sent:** Wednesday, August 12, 2015 6:56 PM

**To:** Davis, Tim; EOC Public Information; Colaizzi, Jennifer C.

**Cc:** Smith, Roxanne; Harris-Bishop, Rusty

**Subject:** Fw: Toll Free Number

Tim - can you please make this addition below the toll free number on the website?

"EPA has established a toll-free number so residents in CO, NM, UT, AZ, and the Navajo Nation who have been impacted by the Gold King Mine release can provide their contact information and be called back with information. The number is available for people to speak to someone in English, Spanish, and Navajo."

The "hot line" number Region 6 set up that is posted on the web page is just a number for people to call and leave their name, number, and issue.